

Outage Reporting and Electrical Safety

Before calling to report that the power is out there are a few things to check:

1. Are other lights and electrical equipment working?
 2. Do your neighbours have power?
- a. If **YES** to either of these questions, the problem could be inside your home. Check your main fuses or circuit breakers to see if they have blown or tripped. If this is the case contact your electrician as the problem may be within your home. If you live in a **Housing SA residence**, please call the Housing SA maintenance number and they can respond to your concerns.

Do not touch any wiring or electrical appliances that may be unsafe.

If Cowell Electric attends and the fault is within your property, you may be required to pay for the call out.

- b. If **NO**, then look outside for damage, such as wires down or trees lying across powerlines.

Stay away from any fallen powerlines or trees lying across powerlines and DO NOT attempt to reinstate the power from the distribution network.

Once you have assessed the situation, call Cowell Electric's emergency service on **1800 805 020**

You will hear a pre-recorded message, **press 1 for Power Outage or Emergency.**

Cowell Electric staff will ask questions about:

- Your name and property type
- The area you are from
- Your address
- Whether your property is the only one affected
- The time the power went out.

If other calls have already been received reporting the problem, you will be advised of that and your information will be used to update the work crews.

Customers are reminded that only trained employees of the distributor (Cowell Electric) are certified to undertake work on the distribution network or your electricity meter. Customer attempts to reinstate the power from the network could result in fatality by electrocution or cause damage to the network. Repeated customer intervention could also result in persistent faults going unreported, resulting in continued poor reliability of the service.

Internal electrical works undertaken on customer's properties (from the outward connection of the meter onwards) must be undertaken by a qualified electrician, with a certificate of compliance completed and provided to the Office of the Technical Regulator and the distributor (Cowell Electric). Information regarding certificates of compliance can be found at www.sa.gov.au/otr/ecoc.